

## Virus Scan software slows Call Completion Rate

<b>Problem Summary</b>	When the Cisco Unified CCX system is under load, the system updates and writes to the log files more often. Therefore, Virus Scan software works more often. This can affect system performance.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Changes or updates to log files trigger the Virus Scan software to read the files.
<b>Recommended Action</b>	In order to improve the Call Completion Rate of the system running under high load, the virus scan software excludes some of the directories for performance reasons. Exclude the following directories: <ul style="list-style-type: none"> <li>• C:\Program Files\wfavvid\log</li> <li>• C:\Program Files\Cisco\Desktop\log</li> <li>• C:\Program Files\Cisco\Desktop_Audio</li> <li>• C:\Program Files\Microsoft SQL Server\MSSQL\$CRSSQL</li> </ul>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.